KANSAS.GOV

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending Sept 30, 2008

Table of Contents

For the month ending September 2008

Executive Summary

Kansas.gov is staying very busy and productive as September has come to a close. Some of the high points for this month include:

~Kansas.gov successfully achieved certification in the CyberTrust Security Management Program (SMP). This has been a year's work of hard work by many team members, especially Michael Cook, Brian Vandruff and Scott Morrison.

~Efforts continued against the Kansas Business Center initiative in the month of September:
- Conducted KBC Wireframe review with Kansas Department of Agriculture
- Held KBC introduction meeting with Bill Roth and Bryan Dreiling
- Began Web site construction based on wireframe approval
- Presented the KBC Wireframe to the ITAB committee on Sept. 16
- Gave full update on project at the KBC Steering Committee meeting

~The District Courts search tool has reached 99 counties as we added one additional county this month.

~Successfully launched the Kansas Juvenile Justice Authority Web site built in the Kansas.gov Content Management System (www.kansas.gov/jja).

~The following KanForm (formerly KanPay Express) services went live during the month:
- Sumner County launched the KanForm service to collect building permit payments.
- The Healthy Indoor Environments Coalition deployed the KanForm service for the 2008 Healthy Indoor Environments Conference.

~Creative Services and Marketing completed the Kansas.gov brochure for prospects and existing partners including a call-to-action to visit the Partner Resource Center for more details. Copies will be handed out at the October INK board meeting.

~Kansas.gov attended the Kansas Public Health Association 65th Annual Conference at the Topeka Capitol Plaza Hotel. At the tabletop, KANN and Nursing Online Renewals were displayed to attendees.

~New Marketing Coordinator, Emily Marquart, joined Kansas.gov on September 15th.

Please contact me if you have any questions at 785.296.5275 or via email at lisa@ink.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted this month.

Contracts for Approval

Kansas Department of Health and Environment (KDHE)
Kansas Department of Health and Environment requests INK assistance for providing a service for criminal record checks. This is an existing service with a minor contract modification to allow Kansas.gov subscribers to be invoiced in accordance with their subscriber agreement as an additional payment. This is a fee service.

Atchison County District Court
Atchison County requests INK assistance for providing a transaction fee-based service for online district court searches.

New Applications Deployed

Agency	Service	Deployment (Month)
KDOA	KanView - Taxpayer Transparency Act	Feb-08
KDHE	HOC Criminal Record Check	Mar-08
KSBEMS	Ambulance License Renewal	Mar-08
KSBOA	License Individual Renewals	May-08
KDOR	KARDS	Jun-08
KDA	Seed Business Registration	Aug-08

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
KDHE	HOC Exam Application	Q3 2008
KSSBEO	Optometry License Portal	Q3 2008
KBI	Registered Offender 2007	Q3 2008
KIC	MVR Web Service	Q3 2008
KCI	On-line Store	Q4 2008
Leg	Admin: Create Document Admin Site	Q4 2008
COTA	Claim Filing	Q4 2008
GOV	Grant Portal Phase 3	Q4 2008
KDHE	HOC Change of Address License Replacement	Q4 2008

KDOR	Homestead Refund Claim	Q4 2008
KIC	ICD Elimination	Q4 2008
KIC	Kansas Business Center 2008	Q4 2008
KIC	Subscriber Home Page	Q1 2009
BOC	License apps and renewals	Q1 2009
KSBEMS	Attendant License Verification	Q1 2009
KSBN	License Renewal 2008	Q1 2009
OJA	DCRS Instant Access	Q1 2009
KIC	Self Registration	Q2 2009

Project Change Requests

Agency	Service	Deployment (Month)
OJA	DCRS Integrate JoCo	Jan-08
KDB	Dental License Verification	Jan-08
KDHE	License Renewal Jan 08 Mods	Jan-08
KSBN	Nursing License Renewal K-SERV Link	Jan-08
KIC	Remove Bills in Committee table	Jan-08
KREC	Renewal Add Disciplinary Question	Jan-08
KSBTP	Renewal Change Fees	Jan-08
KDHE	Website Error Pages	Jan-08
KSAG	Amber Alert Change AG Name	Feb-08
KSBHA	License Renewal Feb 08 Mods	Feb-08
KSBEMS	Ambulance Post Deployment Modifications	Mar-08
KREAB	Appraiser License Renewal 2008 Mods	Mar-08
KSBHA	HTML Rpt CEU Text Year Mods	Mar-08
KSBHA	License Verification Expand Verification Information	Mar-08
GOV	Add Instructions Link (WAD-050)	Apr-08
KREAB	Add Renewal Report (WAD-049)	Apr-08
KSBN	Annual Report 2008 Mods (WAD-034)	Apr-08
GEC	Campaign Finance	Apr-08
Legislative	Eliminate Resolutions from Bill Search	Apr-08
KSBTP	Increase allowed number of rows	May-08
KSSOS	Add PA Type	May-08

KSSOS	AR Change Delete Function	May-08
KSSOS	Global Changes	May-08
GOV	Grant Portal P2 Add Instructions Link	May-08
SOS	AR: Incorrect EC Fee	May-08
KSBHA	License Renewal May 2008 Modifications	May-08
KSBOA	CPA: Increase character limit in two fields	Jun-08
KSBOA	Firm Renewal Add Disclosure Statement	Jun-08
SOS	AOI: Change Delete Button	Jun-08
KSSOS	Change Delete Button	Jul-08
KREAB	Appraiser License Renewal Add New Question	Jul-08
SOS	AR: Change PA secretary rule	Jul-08
BOA	Change text CPE page	Aug-08
SOS	UCC: Debtor Termination treated as Amend	Aug-08
KREC	Verification: Limit Search	Aug-08
KSBHA	License Renewal Aug 2008 Modifications	Aug-08
GOCO	Gove County Property Tax	Aug-08
DOA	Kanview 2008 Update	Aug-08
LEG	Res: Allow search for Resolution Archive	Aug-08
SOS	AOI: Signature Organizer	Aug-08
BOA	CPA: Add dollar amount	Aug-08
Legis	Web page: Add employment hot link	Aug-08
DOA	Kanview: Text Changes August 2008	Aug-08
KDHE	Healthy Indoor Environments Conference	Sep-08
LEG	Web: Employment Hot link #2	Pending
SOS	KBC: (AOI, NR, NA) KBC upgrade	Pending
SOS	BESS: Add Trademark/Service -mark link	Pending
SOS	BESS: KBC Upgrade	Pending
KDOR	WebFile 2008 Tax Year Modifications	Pending
KIC	CMS March 2008 Enhancements	Pending
SOS	AR: KBC upgrade	Pending
LEG	Bills: Keyword Search	Pending
SOS	AR: Increase Character Limit on the AG p	Pending
KSBEMS	Attendant License Renewal Improve Payment	Pending
KSBHA	HTML Report Add Exempt Radiologic Technology	Pending

KSBHA	LR Malpractice and Unlicensed LRT Change	Pending
KSAG	Concealed Carry May 2008 Form Changes	Pending
SOS	CGS/LGS: KBC Upgrade	Pending
KSBEMS	Ambulance LR April 2008 Modifications	Pending
KSBEMS	Attendant License Renewal 2008 Modification	Pending
SOS	RO/RA: Create image when user doesn't view	Pending
KDHE	HOC CRC Add Subscriber Option	Pending
KDHE	HOC CRC Admin Orders Detail Report	Pending
SOS	Name Change: KBC upgrade	Pending
SOS	UCC: Filing: Increase Fees 2's	Pending
KDOR	KBC Business Tax Registration KBC Upgrade	Pending
SOS	Disso: Increase Fee	Pending
KDOL	UIPB Add CCD Format	Pending
SOS	CGS/LGS: Increase Fee	Pending
BOA	CPA: Change Text on Disclosure statement	Pending
SOS	RO/RA: KBC Upgrade	Pending
KDA	Seed Business Registration Business Name	Pending
KDB	License Renewal: Miscellaneous Text Change	Pending
KDHE	Dry Cleaning Renewal: Update year and ce	Pending
KDOR	KBC Business Tax Registration IEIN Registration	Pending
KDHE	HOC License Renewal Import Notification	Pending
KSBHA	License Renewal May 2008 Modifications	Pending
KSBHA	License Verification Subs March 2008 Modifications	Pending
KDHE	HOC CRC Modify Subject Processing	Pending
BOA	Firm: Change text on two disclosure stat	Pending
KDOL	UIPB Modify Failed Payment Processing	Pending
KDOR	PVD: File Layout Redesign	Pending
KSBHA	License Renewal October 2008 Modification	Pending
KSBHA	LR HTML Report Add Insurance Audit	Pending
KDOR	IFTA Renewal 2008 Modifications	Pending
SOS	Auth Val: KBC upgrade	Pending
SOS	AOI: Increase Fee	Pending
KSBHA	License Renewal Aug 2008 Modifications	Pending
KSBHA	License Verification Free March 2008 Mod	Pending

KDHE	HOC CRC Change Field Validation	Pending
KSBEMS	Attendant License Renewal Change Import	Pending
SOS	Disso: KBC upgrade	Pending
SOS	Name Change: Increase Fee	Pending
SOS	Disso: Remove "Delete Selected" button	Pending
SOS	UCC: Filing: Misc Changes	Pending
KREC	Verification: CEU: Error Message change	Pending
SOS	UCC: Filing: Increase Fees 1's	Pending
SOS	RO/RA: Increase Fee	Pending
SOS	Name Reservation: Increase Fee	Pending
BOA	CPA: Allow decimals in CPE field	Pending
KIC	KPX 2008 Enhancements	Pending

Support Statistics

Month	Live Chat	Email	Cases Reported
Jan-08	34	326	40
Feb-08	67	325	58
Mar-08	59	340	37
Apr-08	48	387	39
May-08	49	135	76
Jun-08	57	423	136
Jul-08	64	219	166
Aug-08	60	248	179
Sept-08	62	131*	88

*Increase in phone volume/faxes really cut into time normally spent on email responses. This was due to the bank lock box change mailing sent out the last week of August. Now that those phone calls are mostly over, things are getting back to normal.

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on September 2nd, 15th and 29th on the documented rotation schedule.
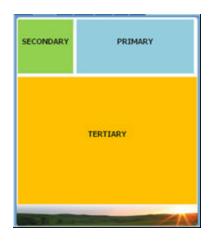
Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from Sept 1st – 21st.

Page	Page Views	Time on Page (Secs)
Government	50,153	59.96
Services	25,293	61.75

Subscribers	18,845	48.18
Business	13,748	58.56
Tourism	8,426	59.18
Community	6,204	59.20
Tiles	5,981	125.69
Help Center	3,583	73.65
Education	3,565	57.96
Photo Gallery	3,165	99.22

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from Sept 1st – 21st.

Zone	Feature	Page Views
Primary	State Government Jobs	409
	Kansas Business Center	148
	District Court Records Search	116
	Cities & Towns	93
	Day Trips	74
Secondary	Agency & Association List	996
	Employee Service Center	618
	Business Entity Search	542
	Cities & Towns	321
	Discover Kansas	270

Agency/Association Performance

~The below table summarizes the number of times an agency/association was featured in the primary and secondary zones on Kansas.gov in the month of September.

Agency/Association	Primary	Secondary	Total	Agency/Association	Primary	Secondary	Total
DoA	4	12	16	Kansas Legislature	0	3	3
SOS	2	11	13	KDOT	0	3	3
Kansas.gov	7	6	13	Kansas, Inc	0	3	3
KDOR	1	10	11	IPSR	0	3	3
All	3	7	10	KREC	0	3	3
KSBN	2	7	9	OJA	2	0	2
KDHE	0	9	9	Dept of Corrections	0	2	2
DoC	1	7	8	KDFA	0	2	2
KDWP	1	6	7	KEEB	1	1	2
AG	0	6	6	Dept of Wildlife & Parks	0	1	1
KBI	3	3	6	Legislature	0	1	1
KSDE	3	2	5	KSLC	0	1	1
Office of the Governor	0	4	4	KST	1	0	1
KBOR	0	4	4	KCTA	0	1	1
DoL	0	4	4	KANED	0	1	1
KSOS	0	3	3	Dept of Aging	0	1	1
KSHS	1	2	3	AASL	0	1	1

BlueSkyways	1	2	3		KHP	0	1	1
KBEMS	0	3	3		Kansas Arts Commission	0	1	1
KSLA	1	2	3		KIC	0	0	1
USA.gov	0	3	3		Quest	0	1	1
KWBC	0	3	3		Grand Total	34	146	181

New *MyKansas* Tiles

~The following tiles were launched in the month of September.

- Kansas State Fair

- Jobs in Kansas

Marketing

~Creative Services and Marketing completed the Kansas.gov brochure for prospects and existing partners including a call-to-action to visit the Partner Resource Center for more details. Copies will be handed out at the October INK board meeting.

~Completed the modification of the Partner Resource Center to align with Kansas.gov brochure content and graphics. (www.kansas.gov/partner)

~Created the following overview brochures to highlight key services highlighted within the 2008 Business Plan/Marketing Plan.
- KANN (KSBN)
- Payment Processing (Kansas.gov)

~Met with Phil Richardson from KPTS to receive an overview of our current advertising investment and to identify additional opportunities. During the months of October and November, Kansas.gov will be participating in a banner ad pilot program on the KPTS home page which will then link back to Kansas.gov.

~Met with CJOnline.com to discuss possible advertising opportunities in 2008. Kansas.gov plans to run two PIP ads featuring State of Kansas Online Services and State of Kansas Business Services during the months of October, November & December.

~Kansas.gov attended the Kansas Public Health Association 65th Annual Conference at the Topeka Capitol Plaza Hotel. At the tabletop, KANN and Nursing Online Renewals were displayed to attendees.

~Successfully launched the Kansas Juvenile Justice Authority Web site built in Kansas.gov Content Management System (www.kansas.gov/jja).